



North Carolina Department of Health and Human Services
2001 Mail Service Center *Raleigh, North Carolina 27699-2001
Tel 919-733-4534 • Fax 919-715-4645

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

March 14, 2005

Lanier M. Cansler, Deputy Secretary

Dear County Director of Social Services

Subject: NC FAST Service Delivery Interface (SDI)

We are proud of the accomplishments of the NC FAST project, and what NC FAST will mean to workers in county departments of social services and the families they serve. The Online Verification System is in place to ease the burdensome task of verifying information for individuals applying for services and benefits, and the results that we are hearing from that initiative are positive.

This letter is to introduce you to the second application that is planned as part of NC FAST: the Service Delivery Interface (SDI). This application is designed to eliminate redundant data entry by workers in counties who have invested in case management systems already. The SDI system will link the county case management system with the legacy system and return results to the worker without the worker having to access the legacy system. The initial proof of concept for SDI is to link systems with the Food Stamp Information System (FSIS) for recertification and change processing. This is scheduled to begin testing in mid 2005, in one pilot county, and be made available to other counties on a scheduled basis. The ultimate use of SDI will be to connect county case management systems to the NC FAST case management system, scheduled to begin design and development this spring.

The Functional Business Requirements can be accessed on the NC FAST website:

<http://www.dhhs.state.nc.us/ncfast/hottopics/index.htm>. A Developers' Guide is available for Information Technology staff in counties interested in the application. Please contact Jess Stokes, NC FAST Technical Analyst, to request the Developers' Guide for SDI for FSIS connection.

Enclosed with this letter is a Memorandum of Understanding that is required between each county that decides to use SDI and the Department, listing the agreements between a county and the state for using SDI. Please respond by April 30, 2005, informing the Project Team whether your county is interested or may be interested in using SDI.

If you have questions, or would like additional information, please contact Carol Sharer, NC FAST Project Director, at (919) 661-4823 ext. 282, or Suzanne Marshall at (919) 661-4823 ext. 206, or use the Contact Us link on the NC FAST website.

Sincerely,

A handwritten signature in blue ink that reads "Lanier M. Cansler".

Lanier M. Cansler

Cc: County Manager

